

1 ~~16~~<sup>9</sup>. (New) A method as recited in claim 1, wherein managing the information  
2 includes allowing a first user to access information input by other users working  
3 on a task.

1 ~~17~~<sup>10</sup>. (New) A method as recited in claim 1, wherein governing the environment  
2 includes at least one of: specifying a role, the task, and relationships of  
3 individuals; specifying a workflow, routing cases, exception handling,  
4 assignment of cases to roles, assignment of cases to individuals, and assignment  
5 based on priority.

1 ~~18~~<sup>11</sup>. (New) A method as recited in claim 1, wherein handling security of the  
2 development architecture framework includes: alerting an administrator of an  
3 unauthorized intrusion attempt into a network, informing the user of the  
4 unauthorized intrusion attempt into the network upon detection, preventing  
5 access to the network; confirming identities of credit card users during  
6 transactions conducted utilizing the network, overseeing the transmission of  
7 information content, preventing the transmission of the information if the  
8 content does not meet with established standards, and encrypting electronic mail  
9 prior to the transmission utilizing the network.

1 ~~19~~<sup>12</sup>. (New) A method as recited in claim 1, wherein managing the information  
2 includes standards and procedures that specify at least on of: tasks, expected  
3 and maximum duration of each task, decision points, how the tasks fit together  
4 to form a workflow, routing of work depending on the issue, roles, roles  
5 associated with tasks, individual roles, and priority of cases.

1 20. (New) A method for designing, implementing, and maintaining a development  
2 architecture framework comprising the steps of:

286

9

- 3 (a) managing information that supports a project being carried out by a  
4 development architecture framework, wherein managing information includes:  
5 allowing common information that is used by a plurality of components of a  
6 system to be accessed in a single, shared repository, storing unique information  
7 that is unique to the components of the system in corresponding designated  
8 folders, and managing media content communicated in the system based on  
9 metadata thereof;
- 10 (b) handling security of the development architecture framework by defining  
11 security requirements and auditing the development architecture framework to  
12 ensure that the security requirements are met, wherein handling security  
13 includes: detecting unauthorized attempts to access a network, notifying a user  
14 upon detection of at least one of the unauthorized attempts to access the  
15 network, restricting access from the network to a separate wide area network,  
16 verifying identities of users of credit cards during transactions carried out over  
17 the network, monitoring content of information transmittal, preventing  
18 transmittal of information if the content does not adhere to standards, and  
19 encrypting the electronic mail before transmission utilizing a network;
- 20 (c) ensuring quality of the project being carried out by the development architecture  
21 framework, wherein ensuring quality includes: defining a plurality of metrics  
22 for providing an objective standard of rating quality of a system, employing  
23 statistics to analyze the rating of the quality of the system, implementing  
24 continuous improvement of the system based on the analysis of the rating, and  
25 providing training to facilitate the continuous improvement of the system;
- 26 (d) managing the project being carried out by the development architecture  
27 framework by generating a plan to carry out the project, scheduling a timeline  
28 for executing the plan, tracking the execution of the plan, and reporting  
29 information uncovered during tracking;
- 30 (e) governing an environment in which the project is carried out by the development  
31 architecture framework, wherein governing the environment includes:

32 managing service of a system based on at least one of service level agreements  
33 and operations level agreements, performing a plurality of system management  
34 operations selected from the group of system management operations consisting  
35 of start-up and shut-down operations, back-up and restore operations, archiving  
36 operations, security operations, and performance monitoring operations, and  
37 planning service in order to anticipate and implement changes in the system;  
38 (f) coordinating the delivery of components of the project in a selected order;  
39 (g) rectifying problems that occur during the delivery of the components of the  
40 project, wherein rectifying problems includes: receiving incidents from users,  
41 informing users of known work-around where possible, ensuring that support  
42 personnel are working on an incident, keeping users informed of incident  
43 resolution progress, ensuring that incidents do not get lost as they are passed  
44 around support teams, and informing users when incidents have been resolved,  
45 and ensuring resolution is complete; and  
46 (h) maintaining updated support information during the delivery of the components  
47 of the project.